



Express Warranty

These warranties apply to purchases made between 1 October 2020 – 30 September 2023

CATEGORY	MODELS	WARRANTY PERIOD	LIMITATIONS OR ENHANCEMENTS
SUCTION CLEANERS	T3, T5, G1, G2, G3, MX6, MX8, AX10 ACTIV, AX20 ACTIV	2 years	· 1 year on wearable parts (diaphragm, tracks and scrubbers)
PRESSURE CLEANERS	Polaris 280, 360, 3900, QUATTRO	2 years	
ROBOTIC CLEANERS	OT15, FX18, TX20, TX30, TX35	2 years	· 1 year on wearable parts (filter canister, tracks and roller brush)
	CX20, CX35	2 years	· 1 year on wearable parts (filter canister, tracks and roller brush)
	VX40, VX42 4WD, VX45 4WD, VX50 4WD, VX55 4WD	3 years	· 1 year on wearable parts (filter canister, tyres and roller brush).
	EX4000 iQ, EX5000 iQ, EX6000 iQ, EX5050 iQ, EX6050 iQ	3 years	· 3 years or 1200 running hours on motor block whichever comes first · 1 year on wearable parts (filter canister, tyres and roller brush)
	DX4050 iQ, DX4000 iQ, DX3000	2 years	· 2 years or 800 running hours on motor block whichever comes first · 1 year on wearable parts (filter canister, tyres and roller brush)
	FREERIDER FR1000 iQ	3 years	· 3 years or 1200 running hours on motor block whichever comes first · 1 year on wearable parts (filter canister, tracks and roller brush)
INFLOOR CLEANING	All CARETAKER infloor cleaning	5 years (5-port valve)	· 2 years on cleaning heads
SALTWATER CHLORINATORS & HYDRIXYNATORS	EL24, LM3, Ei2 Series	2 years	
	Ei-XPRT, EZI SALT, Ei3 Series	2 years	
	TRI-XO Series	3 years	
	eXO & eXO iQ Series	3 years	· 3 years or 6000 running hours, whichever comes first on iQ models. · 2 years only on pH and ORP sensors · 1 year on peristaltic pump, tubing, one-way valve, etc... with pH or PRO models
	MAGNAPOOL HYDROXYNATOR iQ Series and other wearable parts	4 years	· 4 years or 8000 running hours, whichever comes first · 2 years only on pH and ORP sensors · 1 year on peristaltic pump, tubing, one way valve etc with pH or PRO models
REPLACEMENT CELL & ELECTRODES	All ZODIAC electrodes	2 years	
CHEMICAL FEEDERS	pH PERFECT	3 years	· 1 year on pH sensor, peristaltic pump, tubing, one-way valve and other wearable parts
COMPLEMENTARY SANITATION SYSTEMS	NATURE 2 Express Vessel	3 years (initial cartridge 6 months)	· 6 months on replacement cartridges
POOL PUMPS	BOOSTER PUMP PB450 for pressure cleaners	2 years	· 1 year on mechanical seal
	TITAN Series single speed	2 years	· 1 year on mechanical seal
	FLOPRO Series single speed	3 years	· 2 years only on mechanical seal
	FLOPRO E3 Series multi-speed	3 years	· 2 years only on mechanical seal
	FLOPRO VS Series variable speed	3 years	· 2 years only on mechanical seal
	FLOPRO iQ pump device	2 years	
POOL FILTERS	ZFG Series media filter	10 years (tank)*	*Labour service will be warranted for the initial 12 months from date of purchase on tanks only · 1 year on multi-port valve and internal components, including O-rings, gaskets and gauges
	ZTP Series media filter	10 years (tank)*	*Labour service will be warranted for the initial 12 months from date of purchase on tanks only · 1 year on multi-port valve and internal components, including O-rings, gaskets and gauges

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CATEGORY	RESIDENTIAL MODELS	WARRANTY PERIOD	LIMITATIONS OR ENHANCEMENTS
POOL FILTERS	TITAN Series fibreglass media filter	10 years (tank)*	· *Labour service will be warranted for the initial 12 months from date of purchase on tanks only · 1 year only on internals and multi-port valve
	ZCF Series cartridge filter	5 years (tank)	· 1 year only on filter element, O-rings and gasket seals
	ZXC Series cartridge filter	5 years (tank)	· 1 year only on filter element, O-rings and gasket seals
	CS & CV Series cartridge filters	5 years (tank)	· 1 year only on filter element, O-rings and gasket seals
POL HEATERS	Z200, Z400, Z400 iQ, ZS500 heat pumps	3 years	· iQ models: 5 years or 4500 hours whichever comes first on compressor and heat exchanger. Any damage to heat exchanger caused by incorrect water chemistry is not covered by warranty. · All other models: 5 years on compressor and heat exchanger. Any damage to the heat exchanger due to incorrect water chemistry is not covered by warranty.
	JXI gas heater	3 years or 4500 running hours whichever comes first.	· 5 years on heat exchanger or 4500 hours whichever comes first. Any damage to the heat exchanger due to incorrect water chemistry is not covered by warranty. · 1 year or 1500 running hours for commercial products, whichever comes first on wearable spare parts.
POOL & SPA CONTROLLERS	iAQUALINK system	2 years	
	AQUALINK control system	2 years	
	BLUE CONNECT & BLUE CONNECT +	2 years	
POOL LIGHTS	LUMIPOWER pool & spa LED Lights	1 year	· 2 years on niche and cabling
WATER FEATURES	All water features	1 year	
VALVES	All ZODIAC/JANDY valves	Lifetime warranty*	*According to the pool in which the valve was installed.
ACTUATORS	All actuators	1 year	
SKIMMERS	All skimmers	1 year	

Fluidra Group Australia Pty Ltd (Fluidra) warrants that its Products will be free from defects in materials and workmanship when used in domestic swimming pools. This express warranty only applies to services within Australia, New Zealand, Pacific Islands, China, Thailand, Indonesia, Singapore, Vietnam and Malaysia to products purchased within Australia, New Zealand, Pacific Islands, China, Thailand, Indonesia, Singapore, Vietnam and Malaysia from Authorised Dealers. Please refer to <https://www.zodiac.com.au/warranty-information> for warranty periods for each of the Zodiac Products.

For the purposes of this warranty, 'domestic swimming pool' means a swimming pool on a single dwelling site. Products used at other sites, including (but not limited to) hotels, swimming schools, rehabilitation and therapy centres, apartment buildings, town house complexes and other multiple dwelling sites, are generally operated for significantly longer periods and are subject to more wear and tear than Products used in domestic swimming pools. Consequently, for all Products used at such sites the warranty period is 1 year instead of the periods set out above. Fluidra, may, however, in its absolute discretion, consider extending the 1 year warranty period for Zodiac Products used at particular sites because of actual usage patterns. Any such extension shall only be binding if Fluidra gives it expressly in writing.

CONDITIONS

1. This express warranty only applies if the Product has been purchased from a dealer authorised by Fluidra to supply it (Authorised Dealer). Purchase from an Authorised Dealer ensures that the product is a genuine Zodiac product, that it is the version designed for Asia Pacific conditions, and that the Purchaser has access to appropriate technical knowledge and advice.
2. The liability of Fluidra, under this express warranty is limited, at its option, to the repair or replacement of the Product or the payment of the cost of having the Product repaired or replaced.
3. This express warranty does not apply in the following circumstances: (a) if the Product has not been installed in accordance with Zodiac's installation instructions; (b) if the Product has been modified other than as authorised by Fluidra or if a component part has been replaced by a part that is not a genuine Zodiac product; (c) if a defect results from use of the Product outside recommended operating conditions; or (d) if a defect results from damage (including damage to any internal electronics) caused by a power surge or lightning strike, insect or animal ingress. Zodiac chlorinators are designed and tested in accordance with International Standard EN 61000-6-1 immunity measurements. They are

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designed to tolerate minor fluctuations (2000 volts) in power supply that can be reasonably expected to occur in the energy grid. They will not tolerate power surges outside these limits nor will they withstand lightning strikes.

4. Without limiting 3 above, products sold by Fluidra are designed for use with swimming pool water balanced in accordance with Australian Standard AS3633-1989 with a pH range of 7.0 - 7.8. Maximum chlorine readings should not exceed 4ppm. Where pool water is not maintained within these parameters, Fluidra will not be responsible under this express warranty for any resulting damage, including damage caused by corrosion, scaling or stress loading.
5. Replacement parts supplied under this express warranty are warranted to be free from defects in materials and workmanship for the remainder of the warranty period or for 12 months from the supply of the replacement, whichever is longer.
6. This express warranty is not transferable and applies to the original purchaser only.

PRODUCT WARRANTY REGISTRATION

7. Purchasers should register their Products, as soon as conveniently possible after purchase by registering online at www.zodiac.com.au/warranty for Australia and Pacific Islands or at www.zodiac.co.nz/warranty for New Zealand. All other regions can register their Products by sending an email to the following email addresses: Thailand: info@fluidra.co.th; Indonesia: info@fluidra.co.id or for the rest of Asia to info@fluidra.sg
8. Product registration must occur, and proof of purchase must be received by Fluidra, prior to any warranty work being approved. Where applicable, a serial number, installation date and name of installer is required as part of the registration process.

HOW TO MAKE A WARRANTY CLAIM?

9. The Purchaser must contact Fluidra in the below listed region in which they purchased the product to submit warranty claims. Contact details are:
 - 1) Australia: Fluidra Australia, 219 Woodpark Road Smithfield NSW 2164. Please log into the MyFluidra warranty portal to register your products before submitting a new service request/warranty claim on this page: <https://warranty.fluidra.com.au/s/help-and-support>. For all other inquiries please click on the Chat with an Expert button to talk to our LIVE CHAT support
 - 2) New Zealand: Fluidra New Zealand 13 Douglas Alexander Parade, North Harbour, Albany, New Zealand. Warranty claims can be submitted online via this page www.zodiac.co.nz/contactus
 - 3) Thailand: Astralpool Thailand, 110/4 M. 13 Rachathewa Bangplee Samutprakarn 10540, Thailand, Customer Service Telephone: +66 2 738 9420 – 3, Email address: info@fluidra.co.th
 - 4) Indonesia: Fluidra Indonesia, Pondok Indah Office Tower 1 Level 12 Suite 1201, Jl. Sultan Iskandar Muda Kav. V TA Kebayoran Lama, Jakarta Selatan 12310, Indonesia, Customer Service Telephone: +62217697120, Email address: info@fluidra.co.id;
 - 5) Rest of Asia: Fluidra Singapore, 81 Ubi Avenue 4, #01-08 UB.One, 408830, Singapore, Customer Service Telephone: +65 6382 0130, Email address: info@fluidra.sg
10. Fluidra, as the case may be, reserves the right to determine, in relation to each warranty claim, whether the Product should be returned to the Authorised Dealer at the address where the Purchaser purchased the Product or whether warranty service will be provided in the field, repaired at a Zodiac workshop or at the premises of an authorized Zodiac warranty agent.
11. If it is necessary for the Purchaser to incur freight charges in making a valid claim under this warranty, Fluidra, as the case may be, will reimburse the Purchaser for charges reasonably incurred upon proof of the charges.

ADDITIONAL GUARANTEES, RIGHTS AND REMEDIES

Australian Purchasers - Guarantees under the Australian Consumer Law.

12. The benefits of this express warranty are in addition to other guarantees, rights and remedies Australian consumers have under the Australian Consumer Law.
13. Our products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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New Zealand Purchasers - Guarantees under the New Zealand Consumer Guarantees Act 1993.

14. The benefits of this express warranty are in addition to other guarantees, rights and remedies New Zealand consumers have under the Consumer Guarantees Act.
15. Our products come with guarantees that cannot be excluded under the Consumer Guarantees Act. You are entitled to a replacement or refund for a failure of substantial character and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced and receive compensation for any other reasonably foreseeable loss or damage if the goods fail to comply with a guarantee and the failure does not amount to a failure of substantial character.

Purchasers in other Countries

16. The laws and regulations of other countries may confer on Purchasers in those countries' additional rights and remedies. To the extent that they cannot be excluded or modified, Purchasers have the benefits of those rights and remedies in addition to the benefits of this express warranty. To the full extent that it is permissible to do so, those additional rights and remedies are excluded or modified so as to be consistent with Fluidra's express warranty.

INCONSISTENCY WITH WARRANTY STATEMENTS IN PRODUCT MANUALS OR OTHER DOCUMENTS ACCOMPANYING PRODUCTS

If any warranty statements in a Fluidra product manual or other document are inconsistent with the above Express Warranty and Guarantees, the above overrides and replaces the inconsistent statements. To check that the terms and conditions of the express warranty as set out above are up to date, go to www.zodiac.com.au

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